

**Utah State Veterans Nursing Home
Advisory Board Meeting Minutes
August 26, 2015**

Meeting called to order at 2:00. The minutes for the meetings of November 19th, 2014, February 18th, and May 20th were all approved.

In attendance: Lloyd Barker, Tonya Hales, Frank Murdock, Dennis McFall, Todd Hansen and Noralyn Snow

State Officer's Report

Todd reported that the painting project in the MCU was completed and paid for – a cost of \$12,000. The rooms and hallways and day room were repainted with a softer, quieter color. The activities office was also painted. The staff are much happier with the new colors.

The next big project for the facility is a remodel of the kitchen. This has been coordinated with DFCM and State Purchasing through a standard RFP. I was just notified that the contract has been awarded to Rueckert Construction Company for \$33,501. DFCM has estimated the project at \$71,000. The main components of this project are: remove FRP from dishwashing area and install a wrap-around stainless steel surface to prevent mold and provide ease of cleaning, install larger countertop/cabinets in dining area and install an existing ice machine in the dining room – connected to the ice machine in the kitchen, replace existing pass-through curtain with metal roll-down pass through unit. We have not met with Reuckert construction yet, but will be doing so soon to coordinate sensitive timing issues. At certain times we will need to use disposable plates and utensils, close portions of the dining area or have alternate cooking or serving arrangements.

We have ordered a new bathing unit to replace one of our original ones that is no longer able to be repaired. We expect delivery in the very near future.

Todd and Noralyn, along with State Officers and Administrators from the other SVHs attended the National Association of State Veterans Homes in Sandusky, Ohio last month. It was a great opportunity to keep current on laws, and best practices and for networking with our counterparts nationwide.

Next summer we are hosting the national conference right here in Salt Lake City. It will be a great opportunity to showcase Utah, our natural beauty and the excellence of our State Veterans Homes. We have already had a few meetings to plan activities and program agendas and will certainly have more in the future. The national officers will be visiting here in early October, and we will make many more plans after their visit.

Our Memorial Day was a big success, but our keynote speaker, Lt. Gov Spencer Cox, was almost a no-show, and Dennis McFall was able to step in and deliver a good message until Mr. Cox finally made it to the event. Both of them did great. Much thanks to Dennis.

Our Fathers Day barbeque was also a great success with over 200 family and friends here to enjoy the festivities. We also enjoyed our annual barbeque with the Veterans Honor Ride who came through on May 14th. They made a monetary donation to our facility and had a wonderful afternoon visiting with our residents and enjoying the food and a respite from the rain.

We continue to host dignitaries who take a real interest in our facility. We have recently hosted the District Rep from Senator Mia Love's office, District and National executives from Representative Chris Stewart's office, and Chris Stewart himself dropped in to learn about the facility and visit with our veterans.

Plans are underway for our upcoming Veterans Day activities. We have requested the Governor as our keynote speaker, but that has not been confirmed yet. We are keeping the date flexible in hopes that he will be able to attend.

We continue to have issues with the billing process for the VA per diem. We are in a pilot project with VA VISN19, and there have been a lot of bumps along the way, sometimes delaying our payments significantly. The latest change is moving from electronic data transmission back to fax only transmissions because of phantom security concerns.

3. Avalon Report was given by Noralyn.

Customer Service: She reported that we are still a 5-star facility with one of the highest scores ever (900). This year we have had two surveys and a complaint survey. The complaint survey was dismissed with no substantiation.

The Pinnacle report was distributed and discussed.

We now have a new Electronic Medical Record (EMR) system in place – PointClickCare that replaces the old system HMX. Most of the staff have been trained and everyone loves it. The CNAs now have hand-held devices for charting which frees up their time to spend more time in direct care giving.

We are still struggling to find CNAs. Our salary range for CNAs is \$10.40 to \$16.60, but there are so many jobs available throughout the city.

Two other great events we have had since our last meeting: The annual Veterans Awareness Motorcycle Ride where a motorcycle "gang" invades the facility, shares a

wonderful barbeque lunch, show off their bikes, visit with residents, and generally have a great time before continuing on their way to Washington DC. Next was a special horse riding day at Camp Krostopolous for our residents. Lt. Gov Spencer Cox attended as well and visited with our residents. The local news station did a very nice story featuring a couple of our residents.

4. New Business – Members and term

Chairman

We have appointed several new board members who hopefully will be in attendance at our next meeting.

5. Next Meeting – November 18, 2015

Chairman

6. Executive Committee Meeting

a. Approval of Minutes

Chairman

c. Restricted Fund Review

State Officer

Current total in our Donation account is \$29,254.09. We have had expenditures for new patio furniture in the MCU, tickets to two SL Bees baseball games, the horseback riding at Camp K and the Earthwings aviary show.

d. Contract negotiations with Avalon

Dennis/Todd

We have had continued contract negotiations with Avalon since they won the bid to manage operations for the next five years. We have changed the date of the expiring contract to Sept 30, 2015 to coincide with the Federal FY, and changed the management fee for all contracts from 5% to 6% of revenues. With this change, Avalon will also absorb the expenses associated with their Regional VA manager (Kelly Snowball). We are also finalizing language that allows Avalon to keep 35 days worth of current cash needs at all times, with a reconciliation of amounts beyond that to be made twice per year. These contract changes (excluding the date adjustment) will also apply to the Payson and Ivins facilities.

We also discussed efforts to have Avalon make management performance bonuses based more on quality factors and not on bottom line financial performance.

We also discussed getting an independent wireless internet provider and not keeping our current system that is tied in to the VAMC and has significant limitations that annoy residents, family members and other visitors. Todd will start looking into that.

7. Adjournment was at 3:55 p.m.

Chairman